



# Pandora ITSM



From:

<https://pandorafms.com/manual/!800/>

Permanent link:

[https://pandorafms.com/manual/!800/en/documentation/10\\_pandora\\_itsm/start](https://pandorafms.com/manual/!800/en/documentation/10_pandora_itsm/start)

2026/04/20 09:18



# Pandora ITSM

- Installation
- Management of users, permissions, groups
- Pandora ITSM Upgrade
- Pandora ITSM Interface
- Ticketing and Support
- Support and Workflow
- Email support and management
- Support and Knowledge Base
- Support and Downloads
- Wiki
- Inventory and CMDB
- Customer Management CRM
- Project Management
- Change Management
- Time management
- Reports
- Chatbot and Artificial Intelligence
- Advanced settings
- Integration with Pandora RC
- Integration with Pandora FMS
- Pandora ITSM API
- Versioning of Pandora ITSM
- Glossary
- Integration with Microsoft Office 365® Mail Server Protocols